

BENCHMARK COUNSELING SKILLS

	Client's Response	Counselor's Response	Better Response	Rationale
1 Time Stamp: 13:25	"I'm doing okay. How are you?"	"I'm pretty good. Thank you for asking. Could you tell me about how this past week has gone? I know last week we talked about school stressors and just trying to keep a work life balance and stuff like that. So how has that been going?"	Tell me more about why you feel just okay.	In my original response, I asked two different questions about how the past week has been for the client. Rather than asking two questions in a single response, I feel as though the conversation could have gotten to a deeper level from the beginning if I had presented the opportunity for the client to explain why she is feeling just "okay." I feel like my hypothetical better response would have taken less time, allowed the client to guide the conversation, and lead to an answer that could prompt further discussion.
2 Time Stamp: 14:44	"So, I think that was kind of, you know, why I felt overwhelmed... because you're just like busy and you're running around	"It's really good you have things to look forward to. That's really important. You find your motivation. It's what keeps you going. It's	It sounds like you're hopeful for the future and the relaxation it will bring, as you have a lot on your plate right now.	I think that this was my attempt at a reflection of feeling before learning what it actually is supposed to consist of. The new response quickly

	and doing all these things. But in a couple weeks, I'm going on vacation, so I'm kind of like just ready for that. And I know that's coming and umm, I do feel a little bit better about it knowing that like I have a time where I'm able to relax and just, you know, just be.”	something that you can really look at and be like, wow, I just... I'm pushing and really that's reward for yourself.”		paraphrases what the client said, while also adding the feeling word “hopeful” in the mix. It allows the client to reflect my assumption that she is hopeful and opens the discussion further. My original response also includes a lot of reinforcement and advice giving, which is something we were advised to stay away from in our professional careers during class.
3 Time Stamp: 15:59	“Mm-hmm.”	“Umm... what I want to ask you about for in terms of balancing things, what are what do you feel your strengths are?”	A better response would have been to utilize attentive silence in this instance.	Because the client did not say anything, this would have been a perfect time to implement attentive silence. I asked a question to fill the empty space and guide the conversation. If I let the silence continue, the client may have elaborated more or found a new topic of interest without my help.
4 Time Stamp:	“Umm, that's a good question. Uh, I feel like just overall... like I what when	“Gotcha. Well, that sounds like a really great method that works for you, and that's great. I think you sound like	It sounds like organization is a strength for you and helps keep you grounded in a way	Similar to the other responses of mine, this one is also very lengthy. After experiencing how

17:08	<p>I first started school, I really struggled with like time management. But now I'm kind of just... like breaking down my assignment's day by day. Even if I come home, I cook dinner and it's like... OK... an hour is dedicated strictly to homework time and then an hour is dedicated to my husband. You know, just like breaking down my day. And that's how I did it in college, and earlier in my life. So, I feel like that's just how I function- like by routine and just creating this routine to help me. Some days it will like is better than others. Things come up. But I think that's been what's best for me. Just, you</p>	<p>you're really organized and everything that you do, which can keep you, you know, on track, which is great. I really think that you're finding ways to benefit yourself, which is also important, and it's also important to remember that you know, everybody's going to have bad days. Everybody fluctuates. No one's perfect, so try not to be too hard on yourself. I know that's easier said than done, but I think from what you're saying that sounds really great. How are personal relationships going with your husband with your friends?"</p>	<p>that allows you to balance all your wants and needs.</p>	<p>reflections can be just as useful as questions, I would definitely replace my wordy response with a simple reflection. It shows my client that I am being attentive and am trying to actively empathize and understand her situation. By omitting the question at the end of the response, it lets the client take the lead in where the conversation goes as well as eliminates the use of sandwiching counseling techniques.</p>
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	know, breaking my life down and even just like day-to-day things- like household things...like laundry and things like that, just breaking it down. So yeah.”			
5 Time Stamp: 18:21	<p>“They're great. We have just, like really been focusing on quality time. Like every weekend I have a couple hours. I spend quality time with my best friend and my husband. I do date nights every weekend because it's just important to like, build those relationships and have that community and fellowship to rely on. So, I'm very thankful for that and even just my family. Personally, I'm they're always there to talk to, even if I'm just talking their ear</p>	<p>“Support is super important, so it's awesome that you have that as well. Do you have anything that's bothering you now?”</p>	<p>It sounds like you greatly value your close friends and family and are appreciative of their support.</p>	<p>Again, I caught myself giving advice in my original response. A counseling technique could definitely be used to replace this. Here, I used a reflection of meaning. I also abruptly changed the subject in my original response by adding an open-ended question to the end of it. The reflection of meaning allows the client to assess my evaluation and comment on that. The better response allows the client to lead where the conversation goes. Rather than the conversation facilitator, I am able to act as the listener and help the client explore feelings,</p>

	off. They're always there, and it's a great support group to have.”			meanings, and content she finds to be important and willing to discuss.
<p>Any additional thoughts not captured above? What will you take away from this assignment?</p> <p>In this particular session, I saw patterns of me combining multiple therapeutic techniques into one response, indirectly giving advice, and reinforcing my client’s behavior. When coming up with my “better responses”, I found myself naturally generating more reflection-based content rather than questions. My heavy guidance of the conversation through the use of asking the client questions is something I noted in some of my rationales as well. While it is not explicitly noted above, I feel as though I am figuring out ways to guide conversation without having to ask a million questions. I am becoming better at letting the client take the lead in conversation facilitation. This assignment allowed me to see how much I have learned and explore my application of this knowledge. Even just taking time to reflect on these five moments have highlighted how much I have expanded in my practice of appropriately using counseling techniques. While obviously I have more to learn, it helps me appreciate the triad role-playing process. This assignment also was a reminder to give myself grace, as it is evident that I am growing in my “struggle areas”.</p> <p>Overall, I feel proud of myself and see how my brain is rewiring itself to respond more appropriately.</p>				

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BENCHMARK FINAL SKILLS COMPETENCY SCALE (SCS) PARTICIPATION TEMPLATE

This is a scale to assess counseling skills. Please rate yourself numerically (0-10) using the following 15 skills items from "Advanced" to "Not Present".

Advanced	Proficient	Developing	Not Present
10 - 9	9-7	7-0	0

Basic Skills

	Advanced	Proficient	Developing	Not Present
Eye Contact and Attending Skills	10			
Verbal Tone and Minimal Encouragers	10			
Facial Expression and Gestures	10			
Empathy	9			
Being Non-Judgmental/ Unconditional Positive Regard	10			
Active Listening	9			
Open-Ended Questions		8		
Reflection (Feelings, Meaning, Content)		8		
Paraphrasing	9			
Summarizing	9			
Challenging/Confrontation		7		
Immediacy	9			
Self-Disclosure			7	
Goal Setting		8		
Wrapping up the Session			7	

Please add additional thoughts to explain your rationale for giving yourself the points you chose above.

I feel as though I earned these 130 points. Each week, I took the triad practice seriously and was able to see a lot of growth in these skills on a personal level.

The skills that I gave myself a score of 10 are what come easily to me. I have been complimented on my ability to foster a positive environment- even through the computer screen- through my use of smiling, attending skills, eye contact, facial expressions, and positive regard. I really try to make all my “clients” feel comfortable, as the tone for the session is set with these skills.

The skills I gave myself a rating of 9 are skills I feel comfortable in implementing and don’t feel the need to “think ahead” in order to successfully use them. These skills include empathy, active listening, paraphrasing, summarizing, and immediacy. I gave myself a 9 because I know I can grow in these skills, but I feel as though I use them correctly and appropriately.

The skills that I gave myself a rating of 8 are open-ended questions, reflection, and goal setting. I feel comfortable implementing these skills, but sometimes I need to stop and think about what I am going to say. I feel as though I am proficient in using these skills within the model sessions, but I acknowledge that more practice is required to move from proficient to advanced.

Challenging/confrontation, self-disclosure, and wrapping up the session received the lowest ratings of 7. I feel as though I go back and forth between proficient and developing in regard to these skills. In some cases, I use them appropriately and am satisfied with how it was used in the session. There are other times, though, that I feel like I could use some improvement in implementing these skills.

BENCHMARK LIVE SUPERVISION LINK

https://libertyuniv.sharepoint.com/:v:/r/sites/Group-505A01Wed7-9pm/Shared%20Documents/Triad%202%20Lindsey%20Annalise%20Danielle%20Rebecca/Recordings/Meeting%20in%20_Triad%202%20Lindsey%20Annalise%20Danielle%20Rebecca_-20230712_195132-Meeting%20Recording.mp4?csf=1&web=1&e=r7Rdfb

Benchmark Counseling Skills Grading Rubric I

COSC505_A01_202330

Criteria	Ratings				Points
Transcription	15 to >13 pts Advanced Clearly & thoroughly followed the transcription directions stated in the instructions.	13 to >12 pts Proficient Vaguely followed the transcription directions stated in the instructions.	12 to >0 pts Developing Does not correctly follow the transcription directions stated in the instructions.	0 pts Not Present This area not included in the assignment.	15 pts
Better Responses	11 to >10 pts Advanced Clearly & thoroughly answers with better responses, as stated in the instructions.	10 to >8 pts Proficient Briefly summarizes and partially answers the client with better responses, as stated in the instructions.	8 to >0 pts Developing Does not correctly summarize or answer the client with better responses as stated in the instructions.	0 pts Not Present This area not included in the assignment.	11 pts
Additional Thoughts	9 to >8 pts Advanced Clearly & thoroughly answers the last section of additional thoughts/insights as stated in the instructions.	8 to >7 pts Proficient Vaguely answers the last section of additional thoughts/insights as stated in the instructions.	7 to >0 pts Developing Does not correctly answer the last section of additional thoughts/insights as stated in the instructions.	0 pts Not Present This area not included in the assignment.	9 pts
Mechanics & Format	15 to >13 pts Advanced Paper has no grammar, spelling, or punctuation errors and followed the format provided.	13 to >12 pts Proficient A few grammar, spelling, or punctuation errors are present, and there were mistakes with following the directions and format.	12 to >0 pts Developing Several grammar, spelling, or punctuation errors are present, and there were mistakes with following the directions and format.	0 pts Not Present Numerous grammar, spelling, or punctuation errors are present and there were many mistakes with following the directions and format.	15 pts
Total Points: 50					